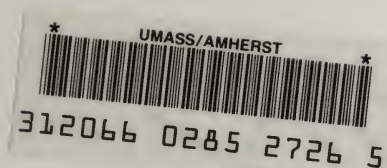


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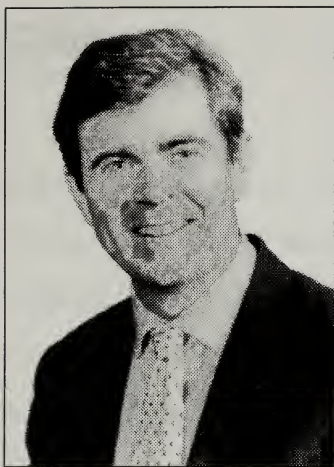


Call for Help!

*An overview and brief description
of the divisions of the Secretary of
the Commonwealth of Massachusetts*



Published by
William Francis Galvin
Secretary of the Commonwealth



Dear Citizen,

As the state's chief public information officer it is my responsibility to make sure that information is just a phone call away. This publication, "*Call for Help*", will put you in touch with all the divisions in the Secretary of the Commonwealth's office through your own phone, fax machine, and now through the internet (www.state.ma.us/sec). This quick and easy contact with my office will assist you in finding the right answers to your very important questions on such topics as voter registration, historic preservation, information on "one-stop shopping" for corporations, the blue sky law, tracing family history and freedom of information requests.

I hope this publication will put you in touch with the appropriate division and staff person when you are calling for help!

Sincerely,

A handwritten signature in dark ink, which appears to read "William Francis Galvin". The signature is fluid and cursive, written over a horizontal line.

William Francis Galvin
Secretary of the Commonwealth



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Executive Office

The Honorable William Francis Galvin
Secretary of the Commonwealth

State House, Room 337

Boston, MA 02133

(617) 727-9180

Website: www.state.ma.us/sec

Communications Division

same address as above

(617) 727-9126

Website: www.state.ma.us/sec/new

Legislative Affairs Division

same address as above

(617) 727-2804

The Secretary, Chief of Staff, the Communications Division and the Legislative Affairs Division are located in the Executive Office. In addition, staff coordinate the Secretary's schedule and render constituent services. ♦

Citizen Information Service

One Ashburton Place, Room 1611

Boston, MA 02108

(617) 727-7030 (TDD also)

1-800-392-6090 (toll-free in Massachusetts only)

Fax: (617) 742-4528

Hours: 9:00 am - 5:00 pm, M-F

Email: cis@sec.state.ma.us

Website: www.state.ma.us/sec/cis

For more than 20 years, Citizen Information Service (CIS) has made state government more accessible to residents of the Commonwealth. It has responded to nearly two million telephone inquiries, and has been able to provide immediate answers to approximately 99 percent of those calls.

CIS functions as the primary information and referral agency for the state, and is also an affiliate of the Massachusetts State Data Center. The division now serves as a liaison to the Massachusetts Emergency Management Agency and will be the primary information and referral service when the governor declares a state of emergency in the Commonwealth.

In addition, CIS produces and distributes a series of publications on a diverse range of topics, with such titles as "The Citizens' Guide to State Services", "Your State Legislators", "Welcome to Massachusetts: A Practical Guide to Living in the State", and many more. ♦

Central Voter Registry

The Central Voter Registry (CVR), located within the Secretary of the Commonwealth's office in Boston, was created as a direct result of the federal legislation commonly known as the "Motor Voter" law. Its purpose is to encourage voter registration by simplifying the process and by making application materials more readily available. Towards this end, the CVR has been working with the Registry of Motor Vehicles, where citizens can apply for voter registration. In addition, the CVR system has been designed to maintain a more accurate record of voters in Massachusetts and to eliminate the potential for voter registration fraud.

Utilizing client-server technology, the CVR is primarily a computer network connecting the cities and towns in Massachusetts, and providing them with the tools needed to maintain both the voter and local census information. This allows for rapid reporting of election results, as well as report capabilities for resident information. In addition, the system has been designed to provide for future expansion. Once the CVR becomes fully operational, Massachusetts will possess one of the most sophisticated and voter-friendly systems in the country. ♦

Commonwealth Museum

220 Morrissey Boulevard

Boston, MA 02125

(617) 727-9268

Hours: 8:45am - 5:00 pm, M-F; 9:00 am - 3:00 pm, Saturdays

Website: www.state.ma.us/sec/mus

The Commonwealth Museum brings Massachusetts history alive through a series of permanent and changing exhibits, with the emphasis on "People, Places and Politics". ♦

Corporations Division

One Ashburton Place, Room 1717

Boston, MA 02108

Hours: 8:45 am - 5:00 pm, M-F

Website: www.state.ma.us/sec/cor

Note: Telephone numbers listed below have an area code of 617 unless otherwise noted.

Corporate Information and Questions 727-9640 and 727-2850

-nonprofit, foreign and business corporations

Corporation Name Availability 727-9640 and 727-2850

Forms 727-9440 (recording)

Limited Partnerships 727-2859

Limited Liability 727-2859

Service of Process 727-2853

Trademarks and Service Marks 727-8329

Trusts 727-2587

Uniform Commercial Code (UCC) 727-2860

Express 900 Search Service: 10:00 am - 1:00 pm, M-F (EST)

1-900-555-4600 (UCC search with copies)

1-900-555-4500 (One computer listing search)

The Corporations Division administers corporate laws in Massachusetts. Included are those statutes applicable to business corporations (M.G.L. c. 156B), foreign corporations (M.G.L. c. 181), professional corporations (M.G.L. c. 156A), and non-profit corporations (M.G.L. c. 180). Effective in 1996, the division commenced administration of two new types of business organizations: limited liability partnerships (M.G.L. c. 108A) and limited liability companies (M.G.L. c. 156C).

Corporations also oversees the administration of business trusts, limited partnerships and filings made under Article 9 of the Uniform Commercial Code. It also arbitrates disputes concerning the use of corporate names and trademarks.

The Corporations Division is primarily the filing and public information office for more than 300,000 registered corporations in the Commonwealth. The public may gain access to this information at the office each weekday during business hours, by mail request, or through the office's Direct Access on-line computer service. ♦

Elections Division

One Ashburton Place, Room 1705

Boston, MA 02108

(617) 727-2828

1-800-462-VOTE (8683) (toll-free in Massachusetts only)

Fax: (617) 742-3238

Hours: 8:45 am - 5:00 pm, M-F

Email: election@sec.state.ma.us

Website: www.state.ma.us/sec/ele

The Secretary of the Commonwealth is the state's chief election official. The Elections Division administers state elections, from the distribution and receipt of nomination papers to the printing of ballots for all federal, state and county elections in Massachusetts. In addition, the division conducts public education, outreach and voter registration campaigns, and is constitutionally required to print the "Information for Voters" booklet, which describes all statewide ballot questions and which is mailed to every household in the Commonwealth.

The state of Massachusetts, through the Elections Division, has also been a national model in implementing the federal Americans with Disabilities Act, assuring polling place access for the disabled and elderly, and the National Voter Registration Act ("Motor Voter"), which establishes a state central voter registry and allows persons to register to vote at numerous public agencies throughout the state (see Central Voter Registry section on page 8 for more information). ♦

Massachusetts Archives

220 Morrissey Boulevard

Boston, MA 02125

(617) 727-9150

Fax: (617) 727-8730

Hours: 8:45 am - 5:00 pm, M-F; 9:00 am - 3:00 pm, Saturday

Email: archives@sec.state.ma.us

Website: www.state.ma.us/sec/arc

The Massachusetts Archives preserves access to state government records that are of long-term value to support government operations. Those records relate to government goals, objectives and actions, or represent documentation of the state's citizens and history. The Archives is mandated to acquire, describe, preserve and provide access to those records, and the division's Records Management Unit works with state and local agencies to ensure that records are properly maintained. In addition, this division trains records custodians in appropriate management techniques, including the appraisal and disposition of government records.

The Archives is also the repository of more than 370 years of Massachusetts history, housing such artifacts and documents as early probate and court records, genealogical and immigration information, and other historical data. The Archives, in conjunction with the National Endowment for the Humanities, is currently preserving and indexing several thousand records from the colonial era of 1630 to 1776. ♦

Massachusetts Historical Commission

220 Morrissey Boulevard

Boston, MA 02125

(617) 727-8470

Fax: (617) 727-5128

Hours: 8:45 am - 5:00 pm, M-F

Email: mhc@sec.state.ma.us

Website: www.state.ma.us/sec/mhc

The Massachusetts Historical Commission sets statewide policy for the preservation of historic buildings and properties, develops planning for historic preservation and provides technical as well as financial assistance and information. MHC also nominates properties for inclusion in the National Register of Historic Places and decides on those locations to be included in the Massachusetts Register of Historic Places.

Massachusetts is a state rich in history and has at least 55,000 listings in the aggregate on the national and state registers. In addition, the Commission oversees the Massachusetts Preservation Projects Fund, which provides \$5 million in matching funds for the preservation and rehabilitation of privately-owned historic properties throughout the Commonwealth. ♦

Public Records Division

One Ashburton Place, Room 1719

Boston, MA 02108

(617) 727-2832

Fax: (617) 727-5914

Hours: 8:45 am - 5:00 pm, M-F

Email: lob@sec.state.ma.us (Lobbyist Section)

Website: www.state.ma.us/sec/pre

The Public Records Division is the principal arbiter of the state's Freedom of Information Act. The legal section of the division annually processes nearly 800 formal appeals from citizens, public officials and members of the media who have been denied information by public agencies. The division, in approximately 80 percent of the cases, has ruled in behalf of the public's right to gain access to that information. The legal staff also issues advisory opinions and answers thousands of questions each year involving interpretation of the public records statute.

The division also contains the Commissions Section (617-727-2836), which tracks the appointments of more than 200,000 notaries public in Massachusetts, and administers the oaths of office to those notaries, justices of the peace and other gubernatorial appointments. It also maintains the governor's appointment system, prepares certifications of official signatures, and reviews and accepts information by clergy requesting authorization to solemnize marriages in the Commonwealth.

—continued on next page

A third component of Public Records Division is the Lobbyist Section, which registers legislative and executive agents, maintains the docket of their registrations, and oversees the semiannual filings of lobbyist and employer financial disclosure reports. The section also maintains the Federal Elections Commission filings of Massachusetts candidates for federal office, as well as the filing of political party ward and town committees in the state. ♦

Securities Division

One Ashburton Place, Room 1719

Boston, MA 02108

(617) 727-3548

1-800-269-5428 (toll-free in Massachusetts only)

Fax: (617) 248-0177

Hours: 8:45 am - 5:00 pm, M-F

Email: securities@sec.state.ma.us

Website: www.state.ma.us/sec/sct

The Securities Division regulates the offer and sale of securities in the Commonwealth. The Massachusetts Uniform Securities Act mandates that all securities sold in the state be registered or exempt, and also requires that all brokers and investment advisors register with the division before they conduct business in the Commonwealth. More than 1800 brokerage firms employing nearly 73,000 agents are currently registered, as are more than 1200 investment advisor firms with at least 4200 representatives.

Enforcement is a key component of the division's operation. It vigorously pursues those individuals who are selling investments fraudulently, and on investment advisors who misrepresent their advice and/or steal customer funds. The division is also diligent in prosecuting high-technology information investment schemes that are very prevalent throughout the country.

The Securities Division is also working with the ever-increasing number of smaller businesses in Massachusetts by devoting a specific staff member to assist those entities in the registration process. It also is participating in a New England project to make registration easier for small companies. ♦

State Records Center

220 Morrissey Boulevard

Boston, MA 02125

(617) 727-2470

Fax: (617) 288-4505

Hours: 8:45 am - 5:00 pm, M-F

Website: www.state.ma.us/sec/rec

The State Record Center provides a climate controlled off-site storage facility for 200,000 cubic feet of inactive records generated and collected by state agencies and is responsible for delivering, retrieving and refiling records for 19 executive offices. ♦

State House Tours and Government Education Division

State House, Room 194

Boston, MA 02133

(617) 727-3676

Fax: (617) 742-4722

Hours: 10:00 am - 4:00 pm, M-F

Website: www.state.ma.us/sec/trs

Established by an act of the legislature in 1969, the State House Tours Division now guides approximately 90,000 visitors annually through the halls of the state's capitol building. It provides an Architectural/Historical Tour and a Legislative Process Tour, as well as a number of brochures explaining the history of the State House and the passage of legislation.

The division, in addition to providing State House information in eight different languages, operates a desk which assists with questions on state government, locating personnel and various tourist inquiries. It also has resource notebooks containing a wealth of information for school groups, journalists, historians and travel professionals. In addition, the Tours Division manages the operation of the State House Gift Cart, which has souvenirs, books and other materials relating to the State House. ♦

State Publications and Regulations Division

One Ashburton Place
Plaza Level, Room 2A
Boston, MA 02108
(617) 727-9136
Fax: (617) 742-4822
Hours: 8:45 am - 5:00 pm, M-F
Email: regs@sec.state.ma.us
Website: www.state.ma.us/sec/spr

This division, consisting of two components – Regulations and the State Bookstore – is responsible for publishing and distributing a wide variety of documents of pertinent interest to persons throughout Massachusetts.

The Regulations section produces the Code of Massachusetts Regulations (CMR), which is 25,000 pages of the state's administrative law. It also publishes, for subscribers only, such documents as the "Massachusetts Register", a bi-weekly publication that includes amendments to the CMR, the "Central Register", a weekly which contains listings of bids for design and construction-related public projects; the "Goods and Services Bulletin", a weekly which lists bid opportunities for goods and professional services; and the "Cumulative Table", a monthly that lists all the current changes to CMR. Regulations also annually publishes the "Acts and Resolves of Massachusetts", which is a compilation of all laws enacted by the state legislature for the year. ♦

State Bookstore

State House, Room 116

Boston, MA 02133

(617) 727-2834

Fax: (617) 973-4858

Hours: 8:45 am - 5:00 pm, M-F

Email: regs@sec.state.ma.us

Website: www.state.ma.us/sec/spr

The State Bookstore, a component of the State Publications and Regulations Division, is responsible for the sale of our own documents, as well as numerous other state publications, such as the "School Directory", "List of Mortgage Rates" and "Massachusetts Election Statistics". It also has copies of recently passed state laws and a collection of souvenirs to accommodate the 100,000 tourists who visit the State House each year. Continually expanding its retail scope, the State Bookstore now averages more than \$1 million in annual sales. ♦

Western Office

Office of the Secretary of the Commonwealth

436 Dwight Street, Room 102

Springfield, MA 01103

(413) 784-1378

Fax: (413) 784-1379

Hours: 8:15 am - 4:30 pm, M-F

Email: cis@sec.state.ma.us

Website: www.state.ma.us/sec/wes

The Western Office provides many of the services which exist at the principal location of the Secretary of the Commonwealth in Boston. Residents of the four western counties of Massachusetts are able to receive and file corporate documents, take their oaths of office, file nomination papers, and obtain a variety of state publications.

In addition, staff members participate in a number of outreach programs, such as voter registration drives, corporations seminars and securities fraud forums. ♦

Publication Series of Citizen Information Service

Citizen Information Service is the primary information and referral agency for state government. It provides telephone assistance to citizens who have questions pertaining to state government by offering information on state programs and agencies and directing callers to the proper offices where they can obtain assistance. Bilingual assistance in Spanish is available. (617) 727-7030 (TDD also) or 1-800-392-6090 (toll-free in Massachusetts only.)

The History of the Arms and Great Seal of the Commonwealth of Massachusetts * - FREE.

Why Should I Refinance and When Does it Pay to Do So?* - Information to help homeowners decide and calculate potential savings with refinancing. FREE.

Safe and Sanitary Housing* - Highlights of the State Sanitary Code for landlords and tenants. Also available in Spanish. FREE.

How to Obtain a Marriage License* - Also available in Spanish. FREE.

Automobile Excise Tax Information* - An explanation of the excise tax law. FREE.

Property Tax Exemptions* - Information on the types of exemptions available for older citizens, surviving spouses and minors and eligibility requirements. FREE.

Citizens Guide to State Services* - A selective listing on governmental agencies and programs with addresses, phone numbers and agency functions. Available from State Bookstore for \$8.10 plus \$2.90 postage.

Your State Legislators* - A complete listing of state senators and representatives with State House addresses, phone numbers, district covered, committee assignments as well as separate sections with committee memberships and an alphabetized directory of municipalities with corresponding legislators. Available from State Bookstore for \$3.15 plus \$2.20 postage.

Massachusetts Facts* - A review of the history, government, and symbols of the Commonwealth. FREE.

Veterans' Laws and Benefits Guide* - A compilation of state laws and benefits for veterans living in the state. FREE.

Color Massachusetts - A coloring book for third graders to help them learn about our state's government, history and symbols. A separate *Teacher's Lesson Plan* accompanies the coloring book. FREE.

What's Under the Golden Dome? - This publication for elementary school graders takes students on a short walking tour of the State House. FREE.

The Ladybug Story - An explanation of how a bill becomes a law told in story format for elementary school graders. FREE.

Lawmaking in Massachusetts* - A comprehensive review of the lawmaking process for residents in the state. FREE.

Yield!* - Information about automobile insurance discounts. FREE.

Welcome to Massachusetts* - Practical information about living in Massachusetts for new residents. FREE. ♦

*Also available on the Secretary's web site at www.state.ma.us/sec



William Francis Galvin
Secretary of the Commonwealth
Citizen Information Service
One Ashburton Place, Room 1611
Boston, MA 02108